STS Career Opportunities

Date Posted: December 11, 2019

Position Title: Deputy Director of Data Center Services

Location: Data Center North

Hiring Manager: David Swaney

Closing Date for Posting: January 15, 2020

Job Overview Summary:

The *Technical Engineering Operations: Data Center Services* organization owns the services that are fulfilled by components that reside inside of the State's Data Centers. These components have a high level of cross system integration. In order to ensure a high level of success of fulfilment of these services, the position of *Deputy Director of Data Center Services* has been established.

The *Deputy Director Data Center Services* reports to the Executive Director of Data Center Services, who reports to the Strategic Technology Solutions (STS) Chief Operating Officer. The primary role of the *Deputy Director of Data Center Services* is to provide support to the Data Center Services area of Technical Engineering Operations while ensuring needs of the customer are being fulfilled while remaining in compliance with the Enterprise Information Security Policy, and Architecture Standards.

The *Deputy Director of Data Center Services* supports Data Center Services by (1) managing and maintaining contracts for services provided by vendor relationships; (2) having a good working knowledge of the services offered by the Data Center; (3) evaluating the revenue vs expenses for the services provided by the Data Center; (4) providing a monitoring service, reporting on status of systems and applications supported by Data Center services; and (5) helping to identify potential risks to the operating environment and develop alternative risk mitigation strategies.

Duties and Responsibilities:

- Understand the capabilities of the components that are in the Data Center to ensure that the needs of the customers are being met by the services offered by the Data Center.

- Act as an escalation point for Data Center Services Management Staff when the Executive Director of Data Center services is unavailable.

- In coordination with the other areas of STS, work to identify out of compliance software and hardware in the State's Enterprise IT environment. This includes not only operating system software, but also software and appropriate licensing on end point devices.

- Oversee the monitoring function ensuring that the systems and applications being supported by the Data Center are effectively monitored and reported upon.

- Manage and maintain Contracts for Vendors Services. This management would include, but not be limited to, KPI management along with ensuring proper process and procedures are being adhered to.
  - Examples of these types of contracts include a contract for services provided by Mainframe computing technology, and a contract for management of Data Center Facilities.
- Work with the financial teams to perform analysis or revenue vs expenses ensuring that the appropriate programs are being funded appropriately. This would also include analyzing cost models to verify that they are appropriate.
- Review services offered to determine if there are potential cost savings for both the departments and STS.
- In coordination with the other areas of STS, work to ensure that RFPs, Contracts, endorsements, etc. are receiving the appropriate level of review and analysis.
- Facilitate software and hardware updates for end of life systems.
- Act as a liaison between the Data Center Services and other areas within and outside of STS to effectively communicate the capabilities of the area.
- The **Deputy Director of Data Center Services** is expected to achieve certification in the "ITIL Foundations", "ITIL Intermediate Service Transition" and "ITIL Service Operations" disciplines at a minimum.

Required Skills/Experience:

- Must have at least 8 years' experience within Information Technology. This experience must have proven success managing or leading high-level programs, or projects. This could be inclusive of project management, or performing the role of a team lead of an operational area.
- Must have prior experience as a change agent and superb interpersonal skills with demonstrated success in managing through influence.
- Must have good planning, presentation, writing, and communication skills as the candidate will be required to prepare and present briefings to senior management.
- Must have expert level skills in cross-functional team building, consensus building, conflict resolution, and risk management.
- Must be able to demonstrate superior research and data analytic skills to track and predict trends.
- Must be proficient using MS Office products to include word processing, spreadsheet and collaboration software.
- Must have the ability to multi-task in a dynamic environment.
- Must be able to collaborate with executives, creative teams, research and development, and product development teams.
- Must have experience working with automated ITSM ticketing systems (Incident, Problem, Change, Service Requests)

Only candidates who meet the minimum requirements for the position will be interviewed.
The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

This position requires a criminal background check. Therefore, you may be required to provide information about your criminal history in order to be considered for this position.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.